**CIS REPORT TO THE ACADEMIC SENATE: MAY 2013**

**ITS Survey -** ITS contracted with the external consulting firm MOR Associates to conduct its seventh annual ITS Customer Satisfaction Survey, which took place from October 23 to November 12, 2012. The survey sampled a random selection of faculty members, undergraduate and graduate students, and administrative staff from outside of ITS. Respondents gave the highest marks to aspects of ITS customer support (notably the help services available through 740-5555) and lowest marks to the university's legacy email system. The full report on the survey is available at [www.usc.edu/its/about/survey](http://www.usc.edu/its/about/survey) (a USC login is required).

**Center for High-Performance Computing and Communications (HPCC) -** To allow USC researchers access to a next-generation supercomputing technology, ITS built a new graphics-processing-unit (GPU) cluster for HPCC, with an InfiniBand backbone. The new cluster is anticipated to increase HPCC’s benchmark to more than 400 teraflops per second and allow USC to maintain its ranking as one of the top ten academic supercomputers in the U.S., according to the Top500 site’s ([www.top500.org](http://www.top500.org)) biannual listing of the world’s fastest supercomputers. HPCC’s new website can be accessed at <http://hpcc.usc.edu>.

**Remote Access to USC Systems: Minimizing Security Breaches -** CIS worked with the Office of Compliance and ITS on a new policy to require use of the USC virtual private network (VPN) for remote connections to USC systems. The memorandum was distributed on January 7, 2013, and, through CIS input, included links to videos documenting how to use the VPN. Information about setup and use of the USC VPN is available at [www.usc.edu/its/vpn](http://www.usc.edu/its/vpn).

**O365: New Email System for USC Faculty and Staff -** ITS began the process of moving employee email accounts from the legacy environment to the new Microsoft Office 365 cloud-based system, which will replace central email for faculty and staff and provide faculty and staff with 25 gigabytes of online storage. Most USC employees with accounts on the central email system will be moved to Office 365 on a departmental basis over the remainder of the 2013 calendar year. ITS will coordinate these moves with academic departments and administrative units.

ITS staff made several presentations to the CIS about the initial migration of accounts to date, which include ITS staff and some faculty and staff from the Dornsife College of Letters, Arts, and Sciences.Faculty serve on key committees for this transition. ITS has created an O365 website ([www.usc.edu/its/office365](http://www.usc.edu/its/office365)) and will schedule town hall meetings with each unit before the rollout of the new system.

**Email Encryption**

The email encryption project, which was launched as an initiative of the Office of Compliance in FY12 with support from the CIS, has been identified as a second phase of the Office 365 deployment project. ITS anticipates identifying and deploying an email encryption product by the end of the 2013 calendar year.

**Network Upgrade -** ITS is evaluating new strategies for the ongoing network upgrade, in response to shifts in usage patterns on the wired and wireless networks. Previous schedules have been set aside pending exploration of criteria for prioritizing upgrades.

**Learning Management System: Blackboard -** ITS’s Center for Scholarly Technology (CST), a unit within technology-enhanced learning, and ITS Web Services launched redesigned Blackboard help sites (with integrated access to Lynda.com) for faculty and students. These sites are available at <http://blackboardhelp.usc.edu> and <http://studentblackboardhelp.usc.edu>. ITS also upgraded Blackboard to version 9.1 Service Pack 9 (SP9), which includes many instructor-requested improvements and a more streamlined design.

By default, Blackboard access is restricted to users with USC logins. Faculty may request iVIP accounts to allow collaboration with external colleagues. Information about enrolling external visitors in Blackboard is available at <http://blackboardhelp.usc.edu/users-and-groups/enrolling-users/enrolling-an-external-user-through-ivip>.

The CIS discussed Blackboard’s use as a disaster recovery tool that would allow courses to continue online in the event of a campus closure, permitting the university to maintain enrollment in an emergency. The CST is conducting a learning management system (LMS) evaluation to decide future direction and strategy for the university’s LMS. This evaluation will conclude in May 2013.

**Meeting Faculty Technology Needs at the Unit Level: Faculty Focus Groups -** The CIS continued to work with ITS on developing a survey instrument to evaluate whether unit-level IT resources meet faculty needs, including hardware, software, and assistance. Feedback from the provost’s council, which includes USC’s deans, identified focus groups as the preferred methodology. ITS and the USC Marshall School of Business will collaborate on a pilot focus group. A report will be provided to the CIO and the CIS to determine the next steps.

**Video@USC:** ITS has launched an initiative called Video@USC to understand how faculty, students and staff are using video, to identify services and technology solutions that are currently in place, and to identify unmet needs. The Video@USC task force made the following recommendations in these main categories: identify, map, and promote existing services and resources, including a dedicated resource to maintain the videocentral.usc.edu website; establish a task force to gather video infrastructure requirements; establish a flexible, campus-wide, “one-stop” shop for video support, resources and a small-scale production service; establish a task force, consisting of faculty, staff, students, and librarians to develop guidelines related to copyright, fair use, and intellectual property for teaching with video in consultation with USC’s Office of the General Counsel. More information about this initiative is available at <http://videocentral.usc.edu>.

**MyMailingLists (Sympa) -** ITS launched a new mailing list software tool, available to USC account holders at <https://mymaillists.usc.edu/sympa/>, to replace the legacy ListProc service. The CIS provided feedback on the new service to ITS.

**CIS Membership**

Committee chairs

Maryalice Jordan-Marsh, School of Social Work

Raymond Mosteller, Keck School of Medicine

Membership

Amy Chatfield, Health Sciences Libraries

Scott Fisher, School of Cinematic Arts

David Gerber, School of Architecture

Christopher Gould, Dornsife College of Letters, Arts, and Sciences

Karen Howell, Leavey Library

Cary Kreutzer, Keck School of Medicine

Geoffrey Middlebrook, Dornsife College of Letters, Arts, and Sciences

Lynn Miller, Annenberg School for Communication and Journalism

Jim Moore, Viterbi School of Engineering

Christopher Newth, Keck School of Medicine

Rick Schmunk, Thornton School of Music

Brian Shepard, Thornton School of Music

George Tolomiczenko, Keck School of Medicine

Michael Wincor, School of Pharmacy

Jade Winn, USC Libraries

Jonathan Yormark, Marshall School of Business

David Zarazua, Dornsife College of Letters, Arts, and Sciences

Ex Officio

Ilee Rhimes, chief information officer and vice provost for Information Technology Services

Leyla Ezdinli, special projects manager for the CIO and ITS associate director of communications

Joan Getman, ITS director of educational technologies: Center for Scholarly Technology

Martin Gomez, vice dean of the USC Libraries

Russ Kaurloto, associate CIO for information technology and operations

Robert Lau, ITS director of information systems security

Joshua Lee, chief information officer for USC Health

Susan Metros, associate vice provost for ITS and associate CIO for technology-enhanced learning

Richard Nelson, director, information processing center, Information Sciences Institute

Doug Shook, dean of academic records and registrar

Maria Suarez, director of information security, Office of Compliance

Administrative Support

Matthew Bordas, ITS organizational and strategic initiatives

Jenise Evans, Office of the CIO

Connie Roque, Academic Senate